

5.2.6.3 For all data transmissions MCI shall notify NYNEX of resend requirements if a pack or entire dataset must be replaced due to pack rejection, damage in transit, dataset name failure, etc.

5.2.6.4 For all data transmissions critical edit failure on the pack header or pack trailer records shall result in pack rejection (e.g., detail record count not equal to grand total included in the pack trailer). Notification of pack rejection shall be made by MCI within two (2) business day of receipt. Rejected packs shall be corrected by NYNEX and retransmitted to MCI within twenty-four (24) hours or within an alternate time frame negotiated on a case by case basis.

5.2.6.5 For all data transmissions a pack shall contain a minimum of one (1) message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record. There is no maximum number of packs for a file transmission. A scheduled file transmission may occur for a "null" dataset containing no records. In such case, there will be no pack header or trailer contained in the "null" dataset, and no incrementing of invoice sequences from the last "positive" dataset. NYNEX shall provide MCI one dataset per sending location, with the agreed upon RAO/OCN populated in the header and trailer records.

#### **5.2.7 Formats and Characteristics**

5.2.7.1 Rated in collect messages shall be transmitted via CONNECT:Direct or NDM as applicable, and can be intermingled with the unrated messages. No special packing is needed.

5.2.7.2 NYNEX shall provide recorded usage data for all usage sensitive services purchased by MCI in the format defined in Section 5.1.1.1 of this Attachment. All recorded usage data will be transmitted to MCI via Connect: Direct, as applicable. Record formats include header and trailer records.

5.2.7.3 NYNEX shall comply with the most current version of Bellcore standard practice guidelines for formatting EMR records.

5.2.7.4 The interfacing Bell RAO, OCN, and remote identifiers shall be used by MCI to control invoice sequencing and each shall have its own invoice controls. The Bell RAO and OCN shall also be used to determine

where the message returns file, containing any misdirected and unguidable usage, shall be sent.

5.2.7.5 The file's RECFM shall be variable block or fixed as negotiated, size and the LRECL shall be specified in accordance with the appropriate Bellcore EMR standard.

5.2.7.6 [INTENTIONALLY LEFT BLANK]

5.2.7.7 NYNEX shall transmit usage data to MCIm using dataset naming conventions agreed to by the Parties.

## 5.2.8 Controls

5.2.8.1 MCIm shall test and certify the NDM interface to ensure the accurate receipt of recorded usage data.

5.2.8.2 Header and trailer records shall be populated per Bellcore EMR standards according to applicable record type. The trailer grand total record count shall be populated with total records in pack (excluding header & trailer).

5.2.8.3 Control Reports: MCIm will accept input data provided by NYNEX in EMR format in accordance with the requirements and specifications detailed in Section 8 of Attachment III. In order to ensure the overall integrity of the usage being transmitted from NYNEX to MCIm, data transfer control reports shall be required. These reports shall be provided by MCIm to NYNEX on a daily or otherwise negotiated basis and reflect the results of the processing for each pack transmitted by NYNEX.

5.2.8.4 Control Reports - Distribution: Dataset names for control reports shall be mutually agreed.

5.2.8.5 Message Validation Reports: Unless otherwise agreed, MCIm shall provide daily message validation reports to the designated NYNEX point of contact. Unless otherwise agreed, these reports shall be provided for all data transmitted via NDM Monday through Friday.

5.2.8.6 Incollect Pack Processing Report: This report provides vital statistics and control totals for packs rejected and accepted and dropped

messages. The information is provided in the following report formats and control levels:

- NYNEX Name
- Reseller Total Messages processed in a pack
- Packs processed shall reflect the number of messages initially erred and accepted within a pack
- Reseller Total Packs processed

### **5.3 Standards**

5.3.1 When requested by MCIIm for security purposes, NYNEX shall provide MCIIm with recorded usage data for MCIIm subscribers consistent with what NYNEX provides for its own services. If not available in EMR format, the recorded usage data may be provided in AMA format consistent with current laws and regulations.

5.3.2 NYNEX shall include the WTN of the call originator on each EMR call record.

5.3.3 Usage records and station level detail records shall be in packs in accordance with EMR standards.

5.3.4 NYNEX shall provide recorded usage data to MCIIm on a schedule to be determined by the Parties.

5.3.5 The Party that provides the 800 database look-up for intraLATA 800 services shall provide the originating 800 recorded usage records to the other Party for billing purposes for a mutually agreeable charge.

### **5.4 Performance Measurements**

5.4.1 When notified by MCIIm that a subscriber has changed only his/her PIC from one IEC carrier to another carrier, NYNEX shall provision the PIC change and convey the confirmation of the PIC change via the work order completion feed.

5.4.2 Timeliness: NYNEX shall transmit via NDM all usage records to MCIIm's designated point of contact on a daily basis scheduled on NYNEX processing days per NYNEX production calendar, as negotiated with MCIIm.

**5.4.3 Completeness:** The Parties shall provide all required recorded usage data and ensure that it is processed and transmitted within a mutually agreed number of days from the message create date. A metric that is supported by the NYNEX bill certification/quality assurance process will be adopted by NYNEX and MCIm for purposes of measuring completeness of data delivery. Percentage criteria for evaluating such measurement will be established through negotiation between NYNEX and MCIm.

**5.4.4 Accuracy:** NYNEX shall provide recorded usage data in the format and with the content as defined in the current Bellcore document. A metric that is supported by the NYNEX bill certification/quality assurance process will be adopted by NYNEX and MCIm for purposes of measuring accuracy of data delivery. Percentage criteria for evaluating such measurement will be established through negotiation between NYNEX and MCIm. Critical errors will be defined through mutual negotiation.

**5.4.5 Data Packs Accuracy:** NYNEX shall transmit to MCIm all packs error free in a mutually agreed format. Expectation levels will be mutually agreed by the Parties. Critical errors will be defined by mutual agreement of the Parties.

**5.4.6 Recorded Usage Data Accuracy:** NYNEX shall ensure that the recorded usage data is transmitted to MCIm error free. If MCIm discovers an error, NYNEX shall correct such error in accordance with this Section 5.4.6. Critical errors will be defined in advance, under current Bellcore specifications, subject to mutual agreement. Such error will be reported to NYNEX as a MR. A change request that is not specific to a standard and mutually recognized error under existing specifications will be treated by NYNEX as a system development request and not as a MR. Performance is to be measured at two (2) expectation levels (i.e., Severity 1 and Severity 2) and such levels will be mutually agreed by the Parties.

**5.4.7 Usage Inquiry Responsiveness:** NYNEX shall respond to all usage inquiries within twenty-four (24) hours of MCIm's request for information whenever possible. Expectation levels will be established through negotiation between NYNEX and MCIm.

**5.4.8 File Transfer Accuracy:** NYNEX shall initiate and transmit all files error free and without loss of signal. Expectation levels will be mutually agreed.

5.4.9 NYNEX shall meet the following performance measurements for the provision of EMR records:

5.4.9.1 Timeliness: Daily timeliness criteria will be negotiated the Parties using time frames based on technical processing requirements.

5.4.9.2 Accuracy: Accuracy criteria will be negotiated by the Parties based on mutually recognized error conditions.

5.4.9.3 Completeness: There should be no more than 20 omissions per one (1) million records.

## **5.5 Reporting**

5.5.1 NYNEX shall supply reports to be used for local usage data performance measurement within the parameters of existing NYNEX system capabilities. Where MCI requirements exceed existing NYNEX production specifications, the MCI report requirements shall be considered as (a) system development request(s) and shall be negotiated accordingly.

5.5.2.1 The specific services to be included in the performance measurement report, its format, measurement time frame, and initial implementation date shall be as required by MCI.

## **Section 6. Maintenance**

### **6.1 General Requirements**

6.1.1 NYNEX shall provide repair, maintenance, and testing for all Telecommunications Services and unbundled Network Elements and combinations to the extent technically feasible in accordance with NYNEX's existing practices.

6.1.1.1 During the term of this Agreement, NYNEX shall provide necessary maintenance business process support as well as those technical and systems interfaces to enable MCI to provide at least the same level and quality of service for all services for resale, functions, features, capabilities and unbundled Network Elements or combinations of Network Elements that NYNEX provides itself, its subscribers, any of its Affiliates or subsidiaries or any other entity. NYNEX shall provide MCI

with the same level of maintenance support as NYNEX provides itself in accordance with standards and performance measurements that are at least equal to the highest level of standards and/or performance measurements that NYNEX uses and/or which are required by law, regulatory agency, or by NYNEX's own internal procedures, whichever are the most rigorous. These standards shall apply to the quality of the technology, equipment, facilities, processes, and techniques (including, but not limited to, such new architecture, equipment, facilities, and interfaces as NYNEX may deploy) that NYNEX provides to MCIIm under this Agreement.

6.1.1.2 NYNEX shall provide MCIIm access to information contained in NYNEX Operating Support Systems (OSS) to enable MCIIm to perform the same functions at the same level of quality as NYNEX personnel. Access to this OSS information will be provided to MCIIm during the same hours that it is available to NYNEX personnel.

6.1.1.3 NYNEX shall provide MCIIm maintenance dispatch personnel on the same schedule that NYNEX provides its own subscribers.

6.1.2 MCIIm shall handle all interaction with MCIIm subscribers including all calls regarding service problems, scheduling of technician visits, and notifying the subscriber of trouble status and resolution.

6.1.3 NYNEX and MCIIm shall work in a cooperative manner to meet maintenance standards for all Telecommunications Services, unbundled Network Elements and combinations of unbundled Network Elements ordered under this Agreement.

6.1.4 All NYNEX employees or contractors who perform repair service for MCIIm subscribers shall follow procedures developed by NYNEX in consultation with MCIIm, for customer contact in a wholesale marketing environment, in NYNEX employee or contractor communications with MCIIm subscribers. These procedures and protocols shall ensure that (a) NYNEX performs repair service that is equal in quality to that provided to NYNEX subscribers, and (b) trouble tickets input by MCIIm shall receive response time priority that is equal to that of NYNEX subscribers and shall be handled on a "first come first served" basis regardless of whether the trouble ticket is initiated by MCIIm or NYNEX.

6.1.5 NYNEX's scheduled maintenance shall include all normally required and recommended maintenance intervals and procedures, for all Telecommunications Services, Network Elements and combinations of Network Elements.

6.1.5.1 NYNEX shall provide MCIIm at least sixty (60) days advance notice of any scheduled maintenance activity that may affect MCIIm's subscribers including a list of all services, elements, features, functions, and capabilities that may be affected by NYNEX maintenance activities.

6.1.6 NYNEX shall provide MCIIm with the maximum advance notice possible of all non-scheduled maintenance, testing, monitoring, and surveillance activity, to the extent providing such advance notification is reasonable and practical, to be performed by NYNEX on any Network Element, including, without limitation, any hardware, equipment, software, or system, service functionality that may potentially affect MCIIm subscribers.

6.1.6.1 [INTENTIONALLY LEFT BLANK]

6.1.6.2 NYNEX shall provide MCIIm emergency maintenance in a manner consistent with NYNEX'S normal emergency maintenance and repair practices.

6.1.7 In the event of an emergency situation, NYNEX will make its best efforts to expeditiously notify MCIIm of the existence, location and source of an emergency network outage affecting MCIIm subscribers. NYNEX will provide an SPOC for initiating and coordinating the restoration of service provided under this Agreement. NYNEX will conduct all restoration activities so as to ensure parity between similarly situated MCIIm and NYNEX end-users. In addition, NYNEX will provide a mutually agreeable escalation process for maintenance problems.

6.1.7.1 For purposes of this Section 6.1, an emergency network outage is defined as 5,000 or more blocked call attempts in a ten (10) minute period for all subscribers in a single exchange.

6.1.8 NYNEX and MCIIm shall establish mutually acceptable methods and procedures for the referral of misdirected calls from MCIIm subscribers to NYNEX requesting repair.

6.1.9 NYNEX shall inform MCI of repair completion and trouble reason as soon as possible after restoration of network elements or combinations of Network Elements and any other trouble reports by MCI. Notification should be provided via electronic interface.

6.1.10 NYNEX and MCI shall mutually develop escalation procedures to be followed if either Party deems that any performance standard defined in this Agreement is not met for any individual trouble report. The escalation procedures to be provided shall include names and telephone numbers of each Party's management personnel who are responsible for maintenance issues and who will be contacted when a trouble condition is escalated.

6.1.11 In the event NYNEX fails to conform to any specified performance and service quality standards, MCI may request, and NYNEX shall perform and deliver to MCI, a root cause analysis of the reasons for NYNEX's failure to conform, and NYNEX shall correct said cause as soon as possible, at its own expense.

6.1.12 Dispatching of NYNEX technicians to MCI subscriber premises shall be accomplished by NYNEX pursuant to a request received from MCI. MCI shall be able to schedule maintenance appointments in intervals on the same basis that NYNEX schedules for itself. The electronic interface established pursuant to subsection 6.2 shall provide the capability of allowing MCI to create trouble reports, analyze and sectionalize the trouble, determine whether it is necessary to dispatch a service technician to the subscriber's premises, and verify any actual work completed on the subscriber's premises.

6.1.13 NYNEX shall supply MCI with a unique number to identify each MCI initial trouble report opened.

6.1.14 NYNEX shall provide for resale any maintenance/protection plans to MCI that it offers NYNEX's own subscribers.

6.1.15 [INTENTIONALLY LEFT BLANK]

6.1.16 MCI may submit a subsequent trouble report if the initial trouble report was closed without repairs being made to the subscriber's satisfaction. MCI shall have the ability to escalate repair service requests on such subsequent trouble reports, if the original report accurately reflected the trouble condition and appropriate dispatch by contacting the SPOC within the Carrier Service Center



or within the Resale Service Center. MCIIm will have the ability to request a trouble history on such accounts.

6.1.17 NYNEX shall post notice available to MCIIm via an electronic interface upon completion of a trouble report. The report shall not be considered closed until such notification is made.

#### **6.1.18 Additional Unbundling Requirements**

6.1.18.1 When trouble is reported by a subscriber served through unbundled Network Elements, MCIIm will test its network and unbundled Network Elements to the extent practical to identify any problems. If no problems are identified with the MCIIm network, MCIIm will open a trouble report with NYNEX. MCIIm will provide, as appropriate, test information for NYNEX technicians based upon the results of its test of their network or Network Element. NYNEX will respond to such information and dispatch as necessary to correct the issue. In the event incorrect information is provided or MCIIm requires a dispatch that NYNEX does not believe is necessary MCIIm will compensate NYNEX for false dispatch in accordance with the price set forth in Attachment I. NYNEX shall then test its portion of the network and perform repairs as required in the time frames set forth below in this Agreement.

6.1.18.1.1 The Parties will coordinate combined testing or repair activities until the trouble is resolved. NYNEX shall provide repair updates to MCIIm.

#### **6.2 Systems Interfaces and Information Exchanges**

6.2.1 NYNEX shall cooperate with MCIIm to establish an electronic interface for MCIIm to gain access to information and functionality required to support the maintenance and trouble administration processes. This interface shall be seamless and transparent to MCIIm personnel working through MCIIm's systems.

##### **6.2.1.1 [INTENTIONALLY LEFT BLANK]**

6.2.1.2 This interface shall allow MCIIm personnel to perform the following functions for MCIIm subscribers: (i) enter trouble reports in the NYNEX maintenance systems for an MCIIm subscriber, (ii) retrieve and track current status on all MCIIm subscriber trouble reports; (iii) receive ETTR,

and (iv) receive automated notification of trouble closure.

**6.2.1.3 [INTENTIONALLY LEFT BLANK]**

6.2.1.4 NYNEX and MCIIm agree to cooperatively develop and implement as soon as possible the electronic interfaces described above. The electronic interfaces will be based upon standards and guidelines as developed by industry fora.

**6.2.2 [INTENTIONALLY LEFT BLANK]**

**6.2.3 [INTENTIONALLY LEFT BLANK]**

6.2.3.1 When NYNEX performs testing for resale services, it shall provide the test results to MCIIm. NYNEX will provide MCIIm with the status of the trouble.

6.2.4 NYNEX shall provide to MCIIm the ability to obtain, upon request, the status on open maintenance trouble reports via electronic interface. NYNEX agrees to provide, upon MCIIm's request, the status of residence and small business trouble reports.

6.2.5 NYNEX agrees to provide MCIIm the status for open maintenance trouble reports for large business subscribers if the status of the trouble report changes on the same basis NYNEX reports such change in status to its large business subscribers, or upon MCIIm's request.

6.2.6 NYNEX agrees to work with MCIIm on the initial trouble report to isolate the cause of the trouble and, where possible, resolve the feature/function related trouble at that time. NYNEX will work to clear all troubles as expeditiously as possible. NYNEX will isolate and clear troubles without having to have MCIIm on the line at all times.

6.2.7 NYNEX agrees to continue to work with MCIIm toward implementing a process to meet MCIIm's requirements for notification of switch failures as soon as possible.

6.2.8 NYNEX agrees to provide MCIIm an estimated date and time for repair on all residence and small business trouble reports.

### **6.3 Standards**

6.3.1 Maintenance charges for premises visits by NYNEX employees or contractors shall be billed by MCIIm to its subscriber.

#### **6.3.1.1 [INTENTIONALLY LEFT BLANK]**

6.3.1.2 If additional work is required, NYNEX employees or contractors shall advise the MCIIm subscriber to call MCIIm to approve completion of such work at the time or to make arrangements for completion of such work at a later date.

6.3.1.3 The NYNEX employees or contractors shall obtain the subscriber's signature upon said form, and use the signed form to input maintenance charges into the NYNEX repair and maintenance database (accessible by way of electronic interface). These charges shall include any charges for inside wiring work by NYNEX employees or contractors.

6.3.2 NYNEX agrees to work with MCIIm to support expeditious development of an industry standard trouble report entry format and agrees to implement such standard within a mutually agreed time frame, based on the complexity of such standard after final resolution by the NOF.

### **6.4 Performance Measurements and Reporting**

#### **6.4.1 Cycle Time Measurements**

6.4.1.1 Until an electronic interface exists, NYNEX agrees that MCIIm may report troubles to NYNEX's CATC by telephone or dial up modem based on mutual consent of the Parties. When providing repair and maintenance to MCIIm and MCIIm subscribers under this Agreement, NYNEX's repair service bureau shall conform to the answer time performance standards set forth in Part 603.12(d) of the Commission's Rules.

6.4.1.2 When repair service is provided to MCI subscribers before an electronic interface is established between MCI and NYNEX, the repair service bureau answering time performance standards set forth in Part 603.12(d) of the Commission's Rules shall apply.

6.4.1.3 The NYNEX repair bureau shall answer its telephone and begin taking information from MCI in accordance with the standards on answer time performance set forth in Part 603.12(d) of the Commission's Rules.

6.4.1.4 For all residence and small business trouble reports for resold services, NYNEX shall meet the maintenance performance standards set forth in the New York State Performance Regulation Plan as set forth in the chart below:

**RESALE MISSED (REPAIR) APPOINTMENT RATE TARGET LEVEL**

	1996	1997	1998	1999	2000	2001
Manhattan	11.5%	11%	10.5%	10%	10%	10%
Greater Metro	14.5%	14%	13%	12%	11%	10%
State	14.0%	13%	12%	11%	10%	10%

Target Level for Unbundled Loops (with dispatch) = 20% (all zones)

## OUT OF SERVICE MORE THAN TWENTY-FOUR (24) HOURS

	1996	1997	1998	1999	2000	2001
Manhattan	23%	22%	21%	20%	20%	20%
Greater Metro	30%	28%	26%	24%	22%	20%
State	25%	24%	23%	22%	21%	20%

Plan Year = September 1- August 31

Manhattan = South of 59th Street

Greater Metro = Remaining New York City (All Boroughs)

State = Remaining New York State

For unbundled Network Elements eighty percent (80%) of out-of-service troubles shall be cleared within twenty-four (24) hours. Trouble tickets that are not out-of-service trouble tickets shall be cleared within seventy-two (72) hours.

6.4.1.5 In the event the "estimated time to restore" has been missed, NYNEX shall notify MCIm immediately.

6.4.1.6 Emergency network outages shall be restored within one (1) hour. The only exception to this shall be in the case of a Force Majeure event affecting an entire exchange.

6.4.1.6.1 Number of emergency network outages recorded within one (12) twelve month period shall not exceed two (2).

6.4.1.7 Where an outage has not reached the threshold defining an emergency network outage, the following quality standards shall apply with respect to restoration of services.

6.4.1.7.1 Total outages requiring a premises visit by a NYNEX technician that are received between 8 a.m. to 6 p.m. on any day shall be restored within four (4) hours of referral, ninety percent (90%) of the time within eight (8) hours of referral, ninety-five

percent (95%) of the time, and within sixteen (16) hours of referral, ninety-nine percent (99%) of the time.

6.4.1.7.2 Total outages requiring a premises visit by a NYNEX technician that are received between 6 p.m. and 8 a.m. on any day shall be restored during the following 8 a.m. to 6 p.m. period in accordance with the following performance metrics: within four (4) hours of 8 a.m., ninety percent (90%) of the time. within eight (8) hours of 8 a.m., ninety-five percent (95%) of the time and within sixteen (16) hours of 8 a.m., ninety-nine percent (99%) of the time.

6.4.1.7.3 Total service outages which do not require a premises visit by a NYNEX technician shall be restored within two (2) hours of referral, eighty-five percent (85%) of the time; within three (3) hours of referral, ninety-five percent (95%) of the time; and within four (4) hours of referral, ninety-nine percent (99%) of the time.

6.4.1.8 For maintenance and trouble management purposes, TSP and Essential Services outages shall be designated for repair at the highest priority one hundred percent (100%) of the time.

6.4.1.9 Irrespective of whether or not resolution requires a premises visit, for purposes of this Section 6, service will be considered restored, or a trouble considered resolved, when the quality of the service is equal to that provided before the outage or the trouble occurred.

6.4.1.10 [INTENTIONALLY LEFT BLANK]

6.4.1.11 To support unbundling processes, NYNEX agrees to support trouble sectionalization and resolution and to respond to MCIm requests for assistance within one (1) hour for scheduling of testing personnel.

#### **6.4.2 Quality**

6.4.2.1 The NYNEX repair bureau shall be available to MCIm on the same basis that such bureau is available to NYNEX, its employees and its Affiliates.

6.4.2.2 The NYNEX repair bureau shall provide to MCI the "estimated time to restore" in accordance with the standards established in 16 NYCRR 603.12.

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**Section 7. Miscellaneous Services & Functions**

**7.1 General Requirements**

**7.1.1 Basic 911 and E911 General Requirements**

7.1.1.1 Basic 911 and E911 provide a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911). Basic 911 and E911 where available are included in local service resale. Basic 911 and E911 access from local switching shall be provided to MCI in accordance with sections 7.1.1.2 - 7.1.1.6 of this Attachment VIII.

7.1.1.2 E911 shall provide additional routing flexibility for 911 calls. E911 shall use subscriber data, contained in the ALI/DMS, to determine to which PSAP to route the call.

**7.1.1.3 [INTENTIONALLY LEFT BLANK]**

7.1.1.4 Basic 911 and E911 functions provided to MCI shall be at parity with the support and services that NYNEX provides to its subscribers for such similar functionality.

7.1.1.5 Basic 911 and E911 access from local switching shall be provided to MCI in accordance with the following:

7.1.1.5.1 The Parties shall conform to all state/municipal regulations concerning emergency services.

7.1.1.5.2 For E911, MCI shall use its service order process to update and maintain subscriber information in the ALI/DMS

database via PS/ALI. NYNEX will perform MSAG edits of information submitted by MCIIm.

7.1.1.6 MCIIm shall provide for overflow 911 traffic to be routed to the operator service platform of MCIIm's choice in accordance with State Emergency Telecommunication specifications.

7.1.1.7 Basic 911 and E911 access from the MCIIm local switch shall be provided to MCIIm in accordance with the following requirements:

7.1.1.7.1 If required, NYNEX shall provide direct trunks for the MCIIm network to the appropriate 911 hubs for specific geographic locations. Such trunks may alternatively be provided by MCIIm in accordance with State Emergency Telecommunications specifications.

7.1.1.7.2 In government jurisdictions where NYNEX has obligations under existing Agreements as the primary provider of the 911 System to the county, MCIIm shall participate in the provision of the 911 System as follows:

7.1.1.7.2.1 Each party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each Party's portion of the 911 System.

7.1.1.7.2.2 Host NYNEX shall be responsible for maintaining the E911 database.

7.1.1.7.5 Interconnection and database access shall be priced as specified in Attachment I.

7.1.1.7.6 NYNEX shall comply with established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc.



7.1.1.7.7 NYNEX will provide for resale service that is at least equal in quality to that provided by NYNEX to its own subscribers.

7.1.1.8 MCIIm may purchase from NYNEX its Emergency Bulletin Service which contains the emergency public agency (e.g. police, fire, and ambulance) telephone numbers linked to all NPA NXXs for the states in which they provide service.

7.1.1.9 [INTENTIONALLY LEFT BLANK]

7.1.1.10 [INTENTIONALLY LEFT BLANK]

7.1.1.11 The following are Basic 911 and E911 Database Requirements:

7.1.1.11.1 Each party shall maintain ownership of their respective records in the ALI database. NYNEX will maintain responsibility for the management of that database.

7.1.1.11.2 NYNEX will provide MCIIm with a complete copy of the MSAG at the start of MCIIm's 911 implementation. Copies of the MSAG shall be provided annually with weekly updates. NYNEX will provide MCIIm with the changes to the MSAG each Sunday. These changes will be available the next business day.

7.1.1.11.3 MCIIm shall be solely responsible for providing MCIIm database records to NYNEX for inclusion in NYNEX's ALI database on a timely basis.

7.1.1.11.4 NYNEX will provide MCIIm with an electronic interface (Private Switch Automatic Location Identification--PS/ALI) through which MCIIm shall input and provide a daily update of E911 database information related to MCIIm customers. NYNEX will provide MCIIm with the necessary record format to support this process.

7.1.1.11.5 MCIIm shall assign an E911 database coordinator charged with the responsibility of forwarding MCIIm end user ALI

record information to NYNEX. MCIIm may elect to use a third-party entity and charge it with the responsibility of ALI record transfer. MCIIm assumes all responsibility for the accuracy of the data that MCIIm provides to NYNEX.

7.1.1.11.6 NYNEX shall update the database within two (2) business days of receiving the data from MCIIm. If NYNEX detects an error in the MCIIm provided data, the data shall be returned to MCIIm within two (2) business days from when it was provided to NYNEX. MCIIm shall respond to requests from NYNEX to make corrections to database record errors by uploading corrected records within two (2) business days. In the event of catastrophic failure, NYNEX and MCIIm shall arrange to update the E911 database information related to MCIIm end users through alternative means (electronic file transfer, magnetic tape or facsimile).

7.1.1.11.7 NYNEX agrees to treat all E911 ALI data on MCIIm subscribers provided under this Agreement as strictly confidential and to use data on MCIIm subscribers only for the purpose of providing E911 service.

7.1.1.11.9 NYNEX shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a POC for each.

7.1.1.12 The following are basic 911 and E911 Network Requirements:

7.1.1.12.1 MCIIm shall provide a minimum of two (2) E911 trunks per NPA code, or that quantity which will maintain P.01 transmission grade of service, whichever is the higher grade of service. These trunks will be dedicated to routing all calls from MCIIm's switch to a NYNEX selective router.

7.1.1.12.2 NYNEX shall provide the selective routing of E911 calls received from MCIIm's switching office. This includes the ability to receive the ANI of MCIIm's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the

PSAP. NYNEX shall provide MCIm with the appropriate CLLI codes and specifications regarding the tandem serving area associated addresses and meet points in the network.

7.1.1.12.3 Copies of Selective Routing Boundary Maps or equivalent information shall be available to MCIm on request. Each map shows the boundary around the outside of the set of exchange areas served by that selective router. The map provides MCIm the information necessary to set up its network to route E911 callers to the correct selective router.

7.1.1.12.4 MCIm shall ensure that its switch provides an eight-digit ANI consisting of an information digit and the seven-digit exchange code. MCIm shall also ensure that its switch provides the line number of the calling station. Where applicable, MCIm shall send a ten-digit ANI to NYNEX.

7.1.1.12.5 Each ALI discrepancy report received by NYNEX from a state coordinator shall be forwarded to MCIm by facsimile. Corrective action shall be taken immediately by MCIm.

**7.1.1.12.6 Geographic and Technical Information**

7.1.1.12.6.1 MCIm shall obtain from the controlling counties/municipalities detailing geographic boundaries of the government entities and PSAPS.

7.1.1.12.6.2 Where NYNEX controls the 911 network, NYNEX shall provide technical specifications for network interface and maintenance, or technical specifications for database loading and maintenance.

7.1.1.12.6.3 Where NYNEX controls the 911 network, NYNEX and MCIm shall work cooperatively to identify rate center/exchange and boundary information as necessary to properly route emergency calls.

7.1.1.12.7 NYNEX shall identify special routing arrangements to complete overflow.

7.1.1.12.8 NYNEX shall begin restoration of E911 and/or E911 trunking facilities immediately upon notification of failure or outage. NYNEX must provide priority restoration of trunks or networks outages on the same terms/conditions it provides itself, and without the imposition of Telecommunications Service Priority.

7.1.1.12.9 [INTENTIONALLY LEFT BLANK]

7.1.1.12.10 As required by State Emergency Telecommunications specifications, trunking shall be arranged to minimize the likelihood of central office isolation due to cable cuts or other equipment failures. There will be an alternate means of transmitting a 911 call to a PSAP in the event of failures.

7.1.1.12.11 As required by State Emergency Telecommunications specifications, circuits shall have interoffice, loop and carrier system diversity when such diversity can be achieved using existing facilities. Circuits will be divided as equally as possible across available carrier systems. Diversity will be maintained or upgraded to utilize the highest level of diversity available in the network.

7.1.1.12.12 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual circuit level. Monitoring shall be conducted by NYNEX for trunks between the tandem and all associated PSAPs.

7.1.1.12.13 Repair service shall begin immediately upon receipt of a report of a malfunction. NYNEX repair efforts shall be provided in the same manner as NYNEX provides repair service to itself.

7.1.1.12.14 All 911 trunks must be capable of transmitting and receiving Baudot code necessary to support the use of TTY/TDDs.

**7.1.1.13 Basic 911 and E911 Additional Requirements.**

7.1.1.13.1 All MCIm lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. NYNEX shall send both the ported number and the MCIm number (if both are received from MCIm). The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen.

**7.1.1.13.2 [INTENTIONALLY LEFT BLANK]**

7.1.1.13.3 NYNEX shall notify MCIm 48 hours, or as soon as possible, in advance of any scheduled testing or maintenance affecting MCIm 911 service, and provide notification as soon as possible of any unscheduled outage affecting MCIm 911 service.

7.1.1.13.4 MCIm shall be responsible for reporting all errors, defects and malfunctions to NYNEX. NYNEX shall provide MCIm with the point of contact for reporting errors, defects and malfunctions in the service and shall also provide escalation contacts.

**7.1.1.13.5 [INTENTIONALLY LEFT BLANK]**

7.1.1.13.6 NYNEX shall provide sufficient planning information regarding anticipated moves to SS7 signaling for the next six (6) months.

7.1.1.13.7 NYNEX shall provide notification of any pending tandem moves, NPA splits, or scheduled maintenance outages, with enough time to react.

**7.1.1.13.8 [INTENTIONALLY LEFT BLANK]**

7.1.1.13.9 NYNEX shall establish process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

7.1.1.13.10 NYNEX will work with MCI to facilitate necessary database updates on ported numbers. MCI shall bear full responsibility for providing the data required for the accuracy and completeness of all its end user records in ALI.

## **7.1.2 Directory Assistance Service**

7.1.2.1 NYNEX shall, to the extent technically feasible on an office by office basis, provide for the routing of directory assistance calls (including to 411, 555-1212, NPA-555-1212) dialed by MCI subscribers directly to either the MCI Directory Assistance service platform or NYNEX Directory Assistance service platform as specified by MCI. Routing of traffic to the MCI operator platform and/or NYNEX operators branding for MCI for resold services and unbundled local switching may be provided using different technologies. For MCI to obtain routing of operator assisted and directory assistance calls on resold lines, MCI shall identify the particular switches for which such capability is requested. Such identification shall be made not less than sixty (60) days before the date on which MCI requires that such capability be implemented in a switch. Upon such request, the Parties shall negotiate a reasonable deployment schedule. Access to the NYNEX Directory Assistance platform from MCI's local switch requires that MCI utilize Interface Group 6 Trunk group with appropriate signaling for operator services as specified by NYNEX.

7.1.2.2 MCI subscribers shall be provided the capability by NYNEX to dial the same telephone numbers for access to MCI Directory Assistance that NYNEX subscribers use to access NYNEX Directory Assistance.

7.1.2.3 NYNEX shall provide Directory Assistance functions and services to MCI for its subscribers as described below until, when technically feasible and requested by MCI, NYNEX routes calls to the MCI Directory Assistance Services platform.

7.1.2.3.1 NYNEX agrees to provide MCI subscribers with the same Directory Assistance service that is available to NYNEX subscribers.

7.1.2.3.2 NYNEX shall notify MCI in advance of any changes or enhancements to its Directory Assistance service, and shall make available such service enhancements on a non-discriminatory basis to MCI.

7.1.2.3.3 NYNEX shall provide Directory Assistance to MCI subscribers in accordance with NYNEX's internal operating procedures and standards, which shall, at a minimum, comply with accepted professional and industry standards.

7.1.2.3.4 NYNEX shall provide MCI with the same level of support for the provisioning of Directory Assistance as NYNEX provides itself. Quality of service standards shall be in accordance with standards and performance measurements that are at least equal to the highest level of standards and/or performance measurements that NYNEX uses, and/or which are required by law, regulating agency, or by NYNEX's own internal procedures, whichever are the most rigorous.

7.1.2.3.5 Service levels shall comply, at a minimum, with Commission requirements for the number of rings to answer, average work time, and disaster recovery options.

7.1.2.3.6 NYNEX agrees to maintain an adequate operator work force based on a review and analysis of actual call attempts and abandonment rate.

7.1.2.3.7 MCI or its designated representatives may inspect any NYNEX owned or sub-contracted office which provides Directory Assistance services upon two (2) weeks' notice to NYNEX.

7.1.2.3.8 Directory Assistance services provided by NYNEX to MCI subscribers shall be branded as required by MCI on a separate trunk group if MCI specific branding is requested. Branding includes front-end, in the event NYNEX deploys it, back end branding of Directory Assistance call. MCI shall have the option of providing its own branding materials. NYNEX shall make

available to MCIIm all branding options it provides to itself and others.

7.1.2.3.9 NYNEX shall provide at a minimum the following Directory Assistance capabilities to MCIIm's subscribers:

7.1.2.3.9.1 A number of subscriber listings and/or addresses equal to that which NYNEX provides itself or other similarly situated carriers per subscriber request.

7.1.2.3.9.2 Name and address to MCIIm subscribers upon request, except for unlisted or unpublished numbers, in the same states where such information is provided equal to that which NYNEX provides itself or other similarly situated carriers.

7.1.2.3.9.3 Upon request, when available (estimated first quarter 1998), call completion to the requested number for local and intraLATA toll calls shall be sent to the network specified by MCIIm. Rating and billing shall be done by MCIIm.

7.1.2.3.9.4 Any information provided by a Directory Assistance ARU shall be repeated the same number of times for MCIIm subscribers as for NYNEX's provides itself or other similarly situated carriers.

7.1.2.3.9.5 Where possible, NYNEX shall provide the same instant credit on Directory Assistance calls as NYNEX provides itself or other similarly situated carriers.

7.1.2.4 MCIIm may populate the Directory Assistance database in the same manner and in the same time frame NYNEX provides itself or other similarly situated carriers.

### **7.1.3 Operator Services**



7.1.3.1 NYNEX shall provide for the routing of local operator services calls (including but not limited to 0+, 0-) dialed by MCI subscribers directly to either the MCI operator service platform or NYNEX operator service platform as specified by MCI. Routing of traffic to the MCI operator platform or NYNEX operators branding for MCI for resold services and unbundled local switching may be provided using different technologies and will be provided according to separate time lines as agreed to, as appropriate, by the Parties.

7.1.3.2 MCI subscribers shall be provided the capability by NYNEX to dial the same telephone numbers to access MCI Operator Services that NYNEX subscribers dial to access NYNEX operator service.

7.1.3.3 NYNEX shall provide Operator Services to MCI for its subscribers as described below until, at MCI's discretion, NYNEX routes calls to the MCI Local Operator Services platform.

7.1.3.3.1 NYNEX agrees to provide MCI subscribers the same Operator Services available to NYNEX subscribers.

7.1.3.3.2 Operator Services provided to MCI subscribers shall be branded as required by MCI on a separate trunk group if MCI-specific branding is requested. Branding shall occur at the front-end of the call, unless agreed otherwise. MCI has the option of providing its own branding materials.

7.1.3.3.3 NYNEX shall provide the following minimum Operator Service capabilities to MCI subscribers:

7.1.3.3.3.1 NYNEX shall complete 0+ and 0- dialed local calls.

7.1.3.3.3.2 NYNEX shall complete 0+ intraLATA toll calls.

7.1.3.3.3.3 NYNEX shall complete calls that are billed to a calling card, and MCI shall designate to NYNEX the acceptable types of special billing.